



IN THIS ISSUE:

Speech-to-Speech
(STS) Service

Introducing two new outreach
managers to support the
Arizona Relay Service

Upcoming Events

Text-to-911 Capability

AT&T Selected as provider for
Arizona Relay Service

2013 ACDHH Advocate Award

SPEECH-TO-SPEECH (STS) SERVICE

Did you know that Arizona Relay Service provides a free service that enables individuals with speech disabilities, or who have difficulty being understood on the telephone, to communicate on a telephone call through the assistance of a specially trained Communications Assistant (CA)?

Speech-to-Speech (STS) Service is a type of Telecommunications Relay Service (TRS) that enables individuals with speech disabilities and/or who have difficulty being understood on the telephone to communicate on a telephone call through the assistance of a specially trained Communications Assistant (CA). The CA will serve to facilitate the communication back and forth between the person with the speech disability and the other person. [Continued on Page 4](#)

INTRODUCING TWO NEW OUTREACH MANAGERS TO SUPPORT THE ARIZONA RELAY SERVICE

The Arizona Relay Service provider is pleased to announce that they have hired Ms. Connie Short and Mr. Lesone R. Sams as Outreach Managers. [Continued on Page 2](#)

Upcoming Events

Representatives from Arizona Relay Service will be onsite at the following events:

Phoenix Union High School District Community Outreach College, Career and Life Expo
Sat., Feb. 9, 10 a.m. - 2 p.m.
Metro Tech High School
1900 W. Thomas
Phoenix, AZ 85015

City of Scottsdale 3rd Annual "All Things Senior" Expo & Tradeshaw
Wed., Feb. 20, 9 a.m. - 1 p.m.
Scottsdale Center for the Performing Arts
7380 East 2nd St
Scottsdale, AZ 85251

2013 Arizona Seniors Expo
Thurs., Mar. 21, 9 a.m. - 1 p.m.
Mesa Convention Center
263 N Center St
Mesa, AZ 85201

More Events on Page 4

TEXT-TO-911 CAPABILITY

Nowadays it seems like everyone from young school-aged children to senior citizens have access to a mobile cell phone. Many wireless providers offer text messaging as a basic feature or an added feature to a subscriber's wireless plan or package. Text messages are becoming the preferred method for many users to contact other people and a preferred method for companies and businesses to contact customers. The next logical step in the world of texting which is to enable people to send a text message to "911" seems to be right around the corner.

The Federal Communications Commission (FCC) has proposed that wireless carriers allow for customers to use text messaging for contacting emergency services provided

through "911." The proposal now known as, "Text-to-911" will provide the ability to send a text message to 911 from your mobile phone or other wireless handheld device. The four major wireless carriers (AT&T, Verizon, Sprint, and T-Mobile) have already committed to begin providing this functionality in some areas beginning in 2013. However, because most 911 centers are not ready to accept text messages now, the FCC also proposed to require, by June 30, 2013, automated "bounce-back" error messages to wireless callers who send a text message to a 911 center who is not yet ready to receive the messages. This means that if you send a text message to a 911 center that does not have the ability to accept text calls, after June 30, 2013, that center will have to send you a text message telling you reach 911 in a different way. For more information about "Text-to-911", please visit the FCC webpage at <http://www.fcc.gov/text-to-911>.

INTRODUCING TWO NEW OUTREACH MANAGERS TO SUPPORT THE ARIZONA RELAY SERVICE

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In their roles as Outreach Managers, Connie and Lesone (Lee) will work to raise awareness and promote the different types of relay services available for the deaf, hard of hearing, deaf-blind or speech-disabled communities throughout the state. They will also educate the general public as well as schools, businesses and other organizations how to utilize the Arizona Relay Service.

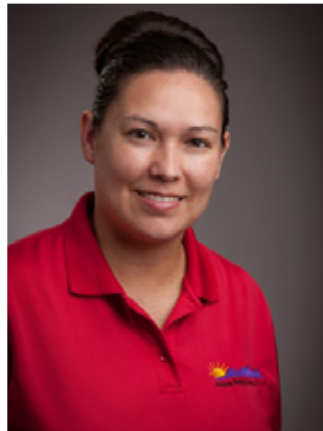
Connie is a child of a deaf adult (CODA) and has extensive experience working with the deaf community. Previously, she worked at deaf elementary and middle schools in California where she also did freelance interpreting. Connie, as Scottsdale native, graduated from Arizona State University with a B.A. in Medical Technology and an A.A. in Bible Theology.

Lee was previously employed with the Rehabilitation Services Administration as a Vocational Rehabilitation Transition Counselor for deaf and hard of hearing students. He has extensive experience in marketing and public relations and is proficient in American Sign Language and other types of

communication modalities. He has worked as an American Sign Language Instructor at Paradise Valley Community College. Lee graduated from the University of Arizona with a M.A. in Rehabilitation Counseling. He also holds B.S. in Education and Communication from Arizona State University.

Both Connie and Lee are available to conduct presentations and workshops regarding the Arizona Relay Service.

Connie Short



Lesone "Lee" Sams





AT&T SELECTED AS PROVIDER FOR ARIZONA RELAY SERVICE

AT&T is pleased to have been selected as the provider for Arizona Relay Service. The main change that callers may notice is that calls will now be processed by AT&T and when a caller dials 7-1-1 or one of the other Arizona Relay toll-free numbers, the opportunity will be presented to use AT&T's patented Upfront Automation feature. The Upfront Automation does many of the same things a relay operator does, like collect the number to call, prepares the call to be dialed, and

immediately connects the caller to the number all in a matter of a few seconds and before the relay operator comes on the line. This means callers spend less time speaking with the relay operator and your calls get connected quickly. But callers always have the option of waiting for a live relay operator as well.



SPEECH-TO-SPEECH (STS) SERVICE

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The STS CA has been trained to understand a variety of speech disorders and will clarify what is being said by repeating or re-voicing in a manner that is more easily understood by the other person. There is no special equipment or special type of telephone required to use the service.

STS can be used by people who have Cerebral Palsy, Multiple Sclerosis, Muscular Dystrophy, Aphasia, Dysarthria, Parkinson's disease, and those individuals who are coping with limitations from a stroke or traumatic brain injury. People with speech disabilities can use their own voice or can use an Augmentative and Alternative Communication (AAC) device to communicate. Additionally, anyone who wishes to call someone with a speech disability can also use STS.



2013 ACDHH ADVOCATE AWARD

The Arizona Commission for the Deaf and Hard of Hearing (ACDHH) is celebrating its 35th Anniversary and will honor four advocates. The 2013 Advocate Award will recognize individuals and/or organizations that have made positive contributions to the deaf and hard of hearing community in Arizona through awareness, contributions and dedication. Honorees will be chosen based on their display of volunteerism for awareness and the community, being a role model for other advocates and/or the community and their determination/perseverance. ACDHH will honor two agencies and two individuals at the 35th Anniversary Celebration on March 22, 2013.

For more information and to download the nomination form, [click here](#).

Upcoming Events

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Deaf Nation

Sat., Mar. 23, 8 a.m. - 6 p.m.
Phoenix Convention Center
100 N. 3rd St
Phoenix, AZ 85004

2013 CAPCSD Conference: Putting the Pieces Together

Wed- Sat, Apr. 17-20, 9 a.m. - 5 p.m.
Pointe Hilton Squaw Peak Resort
7677 N. 16th St
Phoenix, AZ 85020

4th Annual Disability Empowerment Center Health & Wellness Fair

Fri-Sat, Apr. 26-27, 12 p.m. - 5 p.m. & 10 a.m. - 4 p.m.
5025 E. Washington St
Phoenix, AZ 85434